

Student Complaint Procedure

Purpose

The purpose of this document is to:

- Present Enrollment Services Policy for addressing student complaints.
- Explain our procedures for addressing how we review and resolve student complaints in a timely manner.
- Explain our mechanism for tracking and aggregating student complaint information.
- Explain how we study the pattern of student complaints to determine whether improvements in our programs or processes might be appropriate.

Policy

Enrollment Services will address and systematically process student complaints that it receives in a timely manner.

Procedures

If a student has a complaint, the recommended general strategy is for that student to first contact the Enrollment Services Unit with the issue at hand, unless there are good reasons for not doing so, such as a desire to maintain anonymity with the Department.

In such a case, the student may file a complaint either through emailing the General Director of Five Arches for Consulting and Training at info@five-arches.com or contacting him directly by calling 00 962 79 6958453.

Student Anonymity (confidentiality)

If, for any reason, a student does not personally or directly contact a staff member to discuss a complaint, they may contact the enrollment officer or the next highest level of authority, which would commonly be the Enrollment Manager. The student can request an appointment to meet with the General Director and/or send a signed written description of the issue or problem and request that their identity be kept confidential.

Student-Steps to Submitting a Formal Written Signed Complaint

Step1: first try to resolve your complaint informally by talking with the enrollment officer who signed you to the course. The enrollment officer may request that you provide additional documentation if necessary, or schedule an appointment to address your concern.

Step 2: TO SUBMIT FORMAL complaints please fill in the Learner Complaints Form, attached thereafter and send to info@five-arches.com.

Step 3: the manager of Enrollment Services or designee will address the complainant with the individual in a timely basis and to the best of his /her ability appropriate actions and steps will be taken; if necessary, to resolve the issue.

Step 4: if the problem remains unresolved, the manager or staff member may refer the student to the General Director or his /her designee

Step 5: If for any reason the learner is not satisfied with the findings, he/she has the right to escalate the complaint to NEBOSH, either directly at www.nebosh.org.uk, or through the Academy.

Note:

- ❖ If you are not contacted within 72 hours of sending your complaints, please call the General Director at 0776135530

Complaints Form

Personal Information:

- Full Name: _____
- Email Address: _____
- Phone Number: _____
- Course/Program Name: _____

Complaint Details:

- Date: _____
- Time (if applicable): _____
- Location (if applicable): _____

Nature of the Complaint: (Please check one or more categories that best describe the issue)

- ☐ Academic Issues (e.g., marks, training quality, etc.)
- ☐ Administrative Issues (e.g., registration, fees, etc.)
- ☐ Harassment or Discrimination
- ☐ Facilities (e.g., classroom conditions, equipment, etc.)
- ☐ Staff or Faculty Behavior
- ☐ Other (please specify): _____

Description of the Complaint:

(Please provide a detailed description of the issue).

Resolution Sought: (Please describe what you would consider a fair resolution to this issue.)

Additional Information: (Please include any other relevant details that could assist in the investigation of your complaint.)

Signature: _____

Date: _____

For Office Use Only:

- **Received By:** _____
- **Date Received:** _____
- **Action Taken:** _____